2015

SC Workers'
Compensation
Commission

SCWCC ECASE STATUS PORTAL REGISTERED USER GUIDE FOR ATTORNEYS

NEW FEATURES:UPLOAD – PILOT DOCUMENTS

The eCase Status web portal offers registered users access to SCWCC claim status and scheduling information based on the claims to which they are a party. This portal has enabled the Commission to increase efficiency in the claim adjudication process.

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* NEW FEATURES available January 2015

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SCWCC eCase Status Web Portal

Introduction

The South Carolina Workers' Compensation Commission is committed to continuously improving the Workers' Compensation system by enhancing processes and procedures to be more efficient and effective. These changes provide opportunities for the Commission and our stakeholder-partners to reduce business cost and ultimately reducing the overall cost to the system. The original eCase Portal was launched in 2009 and had minimal functionality to allow the Commission to provide information offered for three types of user: attorney, carrier, or TPA. This user guide is addressed to the Attorney user. Search options include SCWCC number, scheduling dates, and the current status of the claim. The registration process was created to be a multi-step process that ensures only the parties of record may obtain access to a case. This user guide is created to walk each type of user from registration through various functions that are associated with each user type.

Through the years, enhancements to eCase have included; Attorney add to replace the submission of a letter of representation, Contact buttons to appeal a fine, Ask a Question, expanded status reporting and Upload for Hearing documents. Future enhancements will include an ePayment function for filing fees, fine payment and copy requests; View documents in the SCWCC electronic imaging database.

The Commission is always open to feedback, both positive and negative to ensure that we are meeting the needs of the users. If you have any questions or suggestions, please don't hesitate to contact wccit@wcc.sc.gov. In each of the sections that follow, there will be additional contact information for each type of user.

Law Firms

This user account type is available to Attorneys, paralegals and their office staff for the purposes of managing cases before the Commission. The Attorney must first be reported to the SCWCC Judicial Department as practicing Workers' Compensation in SC. Then, attorneys and firm staff may link to the attorney's record in the SCWCC database. Once confirmed, users will have access to view any SCWCC case where the linked attorney is a party of record. Users will also be able to report representation for new cases and upload hearing and evidence documents through eCase.

Registration Instructions

The registration process requires a multistep procedure. Step one is creating an individual eCase User id. Step two is linking to an attorney record with SCWCC. Step three, access must be approved by the attorney. Step four, upon the attorney's approval, access is confirmed by the Commission. Once the registration process is complete, the user will have access to eCase features for the attorney's cases at SCWCC.

Step 1: Create eCase Account

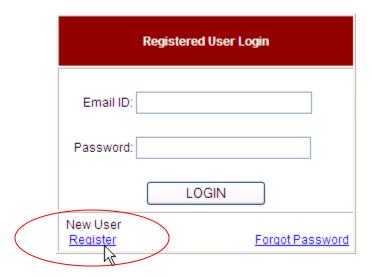
1. From the SCWCC website (<u>www.wcc.sc.gov</u>), select the **eCase Status** link in the center of the home page. The following screen will be displayed:



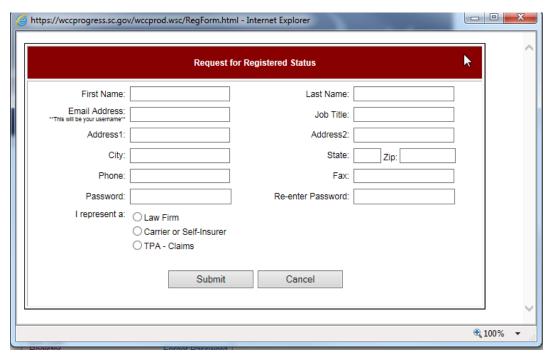
2. Select Registered User.



3. Select **New User – Register**.



4. Enter registration information. The asterisk (*) indicates required information.



The password you select must be at least six (6) characters and may contain any combination of letters and numbers with the exception of "&" "%" "+" "= ". Passwords are case-sensitive. Entering the password twice should prevent typographical errors. If you forget your password, the **Forgot Password** link on the Registered User Login screen will allow you to request a temporary password to be sent to your email. Please remember to change you temporary password to one that you can remember.

5. Select user type by choosing **Law Firm** and click **SUBMIT**.

l represent a:	O Law Firm
	O Carrier or Self-Insurer
	O TPA - Claims

The following screen will be displayed.

Step 2: Link to eCase account to Attorney

 Enter all or part of the attorney's last and first name, Bar ID, and Authorizing Email address. (The Authorizing Email address is that of the attorney to whom you are linking.)

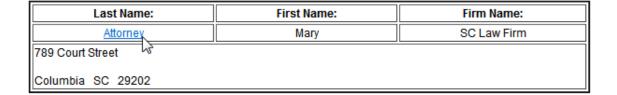
6 | Page

2.

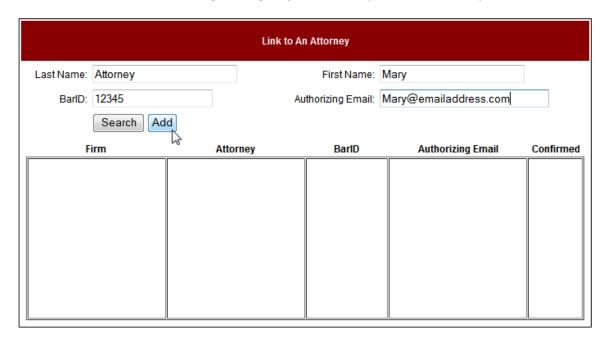
Link to An Attorney								
Last Name: attor		First Name:						
BarID:		Authorizing Email:						
Search Add								
Firm	Attorney	BarlD	Authorizing Email	Confirmed				

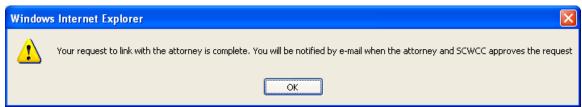


- 3. When all information is entered click **SEARCH**. This locates the attorney in our database.
- 4. A second screen will display a list of attorneys matching your entry. Click the name of the attorney in blue to whom you are linking.



5. You will be returned to the previous screen. Click **ADD** to complete your link request. You will see the following message if your link was processed correctly.





Step 3: Attorney Authorization

The attorney will receive an email at the **Authorizing Email** address you entered. He or she **must reply** to that email message to either grant or deny permission.

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Q:\ecase\SCWCC eCase Status Web Portal Attorney User Guide 2015.docx

If the attorney is the user registering, the Commission will directly review the registration request with data on file with the Commission. Once approved, you will receive an email confirming your approval and the link will show "yes" in the confirmed column.



eCase Status can accommodate a user linking to multiple attorneys. To do this repeat the linking process (step 2) for each attorney. If you have questions or issues regarding registering as an attorney or linking to an attorney, please contact judicialanalysts@wcc.sc.gov

Attorney Add Feature

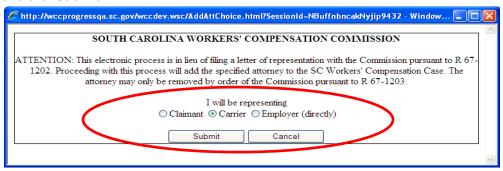
The Attorney Add feature replaces the submission of a letter of representation. It also allows attorney users to search for existing claims in the SCWCC database for the purpose of obtaining the SCWCC#. The Commission will not notice opposing counsel. An attorney added to a claim electronically may only be removed by the operation of Reg. 67-1203. The Commission logs and monitors each search performed in this portal. In order to access this feature, a user must first have a confirmed link to the attorney.

Instructions to add an attorney to a case:

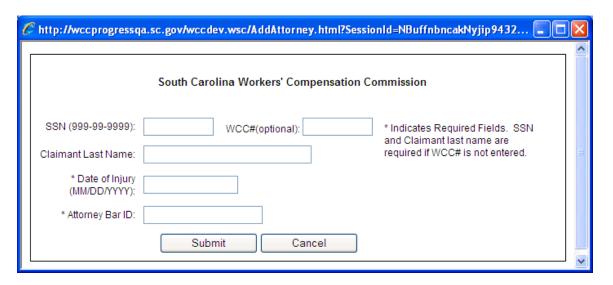
- 1. Log in to eCase as a Registered User.
- 2. Select the link Add Attorney to Case.



3. The following screen will display. Select which party the attorney will be representing and click **Submit**.



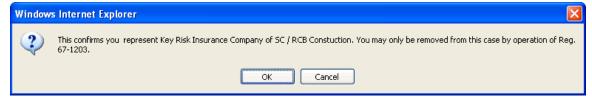
In the next screen, enter case selection criteria to search for an existing case. If the SCWCC number is known, enter WCC#, Date of Injury and Bar ID of the attorney to be added. This is the best way to search. If the SCWCC number is unknown, enter the claimant's SSN, last name, Date of Injury and Bar ID. When all required fields are entered, click Submit.



4. The screen expands to show the results of your search. Verify this is the correct case from the injury details. If not, click **Cancel**. If the correct case is found, click the name of the party to be represented by the attorney.

tt		
	Attorneys	
		the party attorney wishes to represent.

5. Click **OK** to confirm.



6. When **OK** is clicked, the following message will appear confirming the attorney is now the attorney of record.



7. Click **OK** and the current status report for the case appears displaying SCWCC case status information.

WCC#	Caption	DOI	Carrier	Attorney for Defendant	Attorney for Claimant	Status
0611300	Roger Rabbit v. ABC Employer	1/16/2006	ABC Insurance Co. 123 Policy Street New York, NY 00111 800-123-4567 email@carrier.cco	John Attorney 456 Law Lane Columbia, SC 29202 803-555-1234 attorney@law.com	Mary Attorney 789 Court Street Columbia, SC 29202 803-555-7894 mary@attorney.com	Hearing Scheduled 12/31/2010, 10:00 AM at SCWCC, 1333 Main Street, Hearing Room A, Forms 50/51-Admitted before Comm. Williams 12/17/2010 Notice Printed 12/17/2010 Scheduled for Hearing 10/1/2010 Form 50 Hearing Requested 9/1/2010 Form 20 Received 7/16/2010 Form 18 Received

To add an attorney to another case, close the report window and click **Add Attorney to Case** from the main eCase screen. (Repeat these instructions beginning with step #2.)

eCase Reports

eCase presents claim information to registered users by a reporting interface with four search parameters: hearing date range, SCWCC#, SSN and status group. A search for a hearing date range will display the following information:

Monday 12/13/10

Commissioner: Derrick L. Williams

RICHLAND

SC Workers' Compensation Commission, 1333 Main Street, Suite 500, Hearing Room A

Columbia, SC 29202

Time	Туре	WCC#	Caption	Attorney for Defendant	Attorney for Claimant	Status
Time	Hearing, Conference or Appeal	WCC#	Employee Name v. Employer Name	Attorney Name	Attorney Name	Current Status

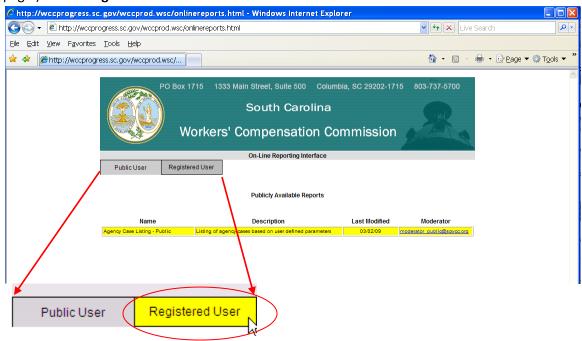
Searches on WCC#, SSN or Status Group will display the following claim information:

WCC#	Caption	DOI	Carrier	Attorney for Defendant	Attorney for Claimant	Status
WCC File No.	Employee Name v. Employer Name	Date of Injury	Carrier Name Mailing Address Phone Number Email for Service	Attorney Name Mailing Address Phone Number Email for Service	Attorney Name Mailing Address Phone Number Email for Service	Scheduling Information, if any Most Recent Status Information

If the case is scheduled before the Commission, the date, time and location of the pending action will also be displayed in the status column.

eCase Report Features

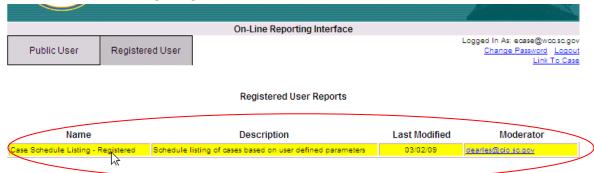
1. Log in as a Registered User. (Go to www.wcc.sc.gov, click eCase Status link on the home page.) Select Registered User box.



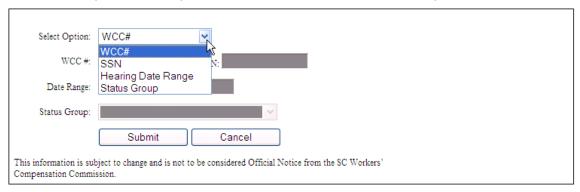
2. Log in with your Email ID and password created at registration.



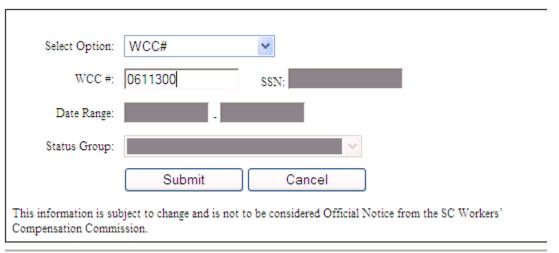
3. Click Case Schedule Listing – Registered.



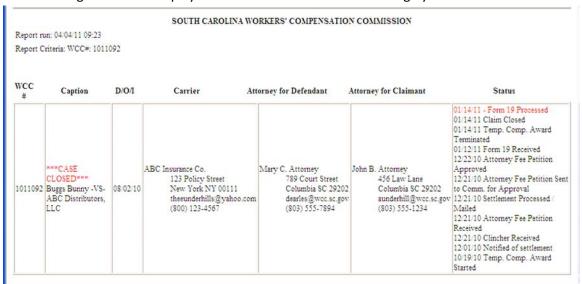
4. Select Search Option: Search parameter fields will be enabled based on your selection.



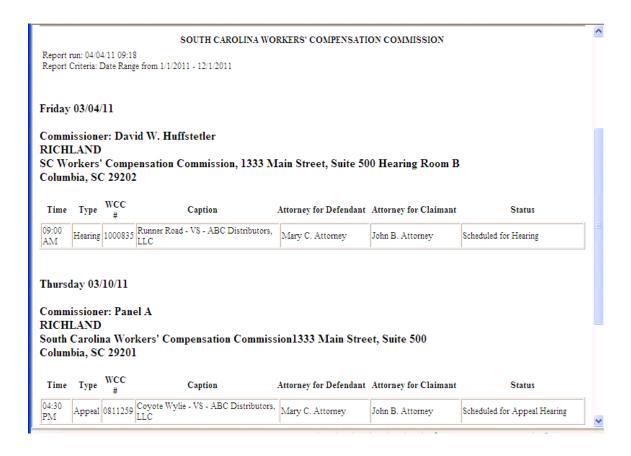
5. Enter Search Criteria.



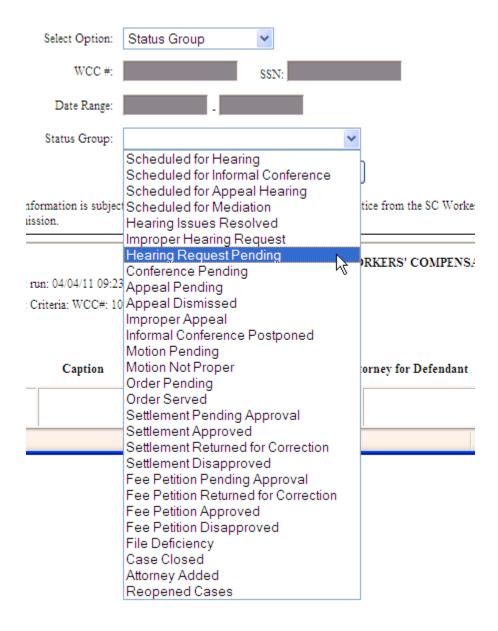
6. The following results will display if link to case exists when searching by WCC # or SSN.



7. The following results will show when searching by Hearing Date Range.



8. The following are selections to choose when searching by Status Group

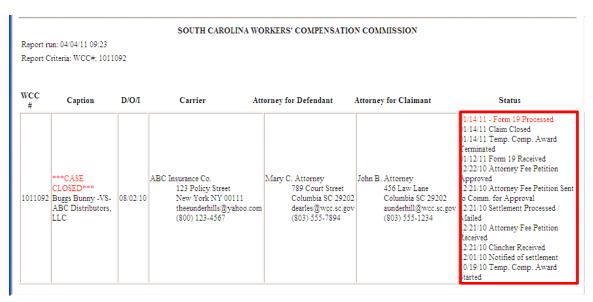


9. The following is an example of selecting Hearing Request Pending Status Group

•	un: 04/04/11 09:28 riteria: StatusGroup: He	aring Requ	est Pending			
WCC #	Caption	D/O/I	Carrier	Attorney for Defendant	Attorney for Claimant	Status
1006394	Elmer Fudd -VS- ABC Distributors, LLC	04/28/10		Mary C. Attorney 789 Court Street Columbia SC 29202 dearles@wcc.sc.gov (803) 555-7894	John B. Attorney 456 Law Lane Columbia SC 29202 aunderhill@wcc.sc.gov (803) 555-1234	01/19/11 Claim Reopened 01/19/11 Hearing on Previous F50 per Letter 01/14/11 Claim Closed 01/12/11 Form 19 Received 11/15/10 Form 18 Received 09/01/10 Form 50 Withdrawn 07/22/10 Form 20 Received 07/15/10 Notice Printed 07/15/10 Scheduled for single commissioner hearing
1008049	Yosemite Sam -VS- ABC Distributors, LLC	04/02/10	ABC Insurance Co. 123 Policy Street New York NY 00111 theeunderhills@yahoo.com (800) 123-4567	Mary C. Attorney 789 Court Street Columbia SC 29202 dearles@wcc.sc.gov (803) 555-7894	John B. Attorney 456 Law Lane Columbia SC 29202 aunderhill@wcc.sc.gov (803) 553-1234	01/05/11 Hearing Schedule Pending 01/05/11 Form 51 Received Timely 01/04/11 Form 20 Received 12/15/10 Form 18 Received 12/13/10 Form 50 Hearing requested 12/13/10 Claim Reopened 08/17/10 Claim Denied 08/09/10 Claim Closed

Expanded Case Detail

Upon clicking on the WCC# hyperlink on the results screen you will see the following page. It has all the status events since the opening of the claim.

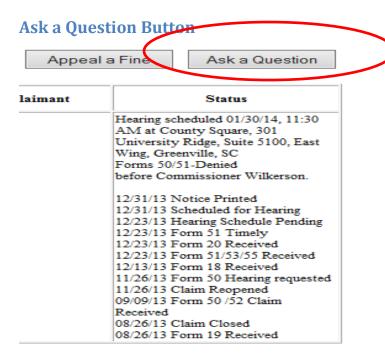


The expanded status codes will assist you in answering questions like:

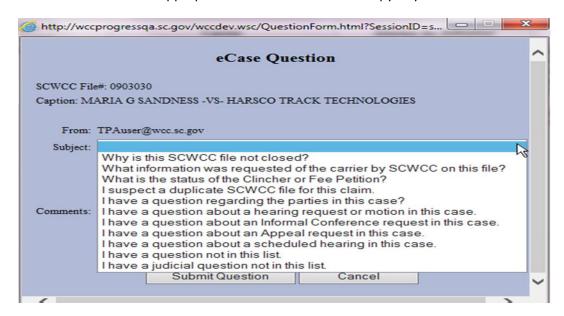
[&]quot;Has the Clincher or Fee Petition been approved?"

[&]quot;Has the Hearing been scheduled?"

[&]quot;Has a Form 20 been filed for this case? "



- 1. Click ask a question button
- 2. Select question
- 3. Compose message
- 4. Email is sent to appropriate SCWCC Contact and a copy to you.





- 1. Click the Appeal a Fine button
- 2. Will take you to the SCWCC Web page for the Fine appeal Procedure http://www.wcc.sc.gov/Pages/FinesandPenalties.aspx

Fine Appeal Procedure

In order to ensure and verify that the rights of the injured worker and the employer are properly addressed, the South Carolina Workers' Compensation Act requires that certain forms/documentation be filed with the Commission. When such forms/documentation is not filed in accordance with the Act, the Act stipulates that a fine or fines be assessed (R67-1401). If an injured worker or the employer (or the representative of the injured worker or employer) believes that a fine has been improperly assessed, they may appeal the assessment to the Commission by emailing such appeal to one of the addresses below, provided such appeal is made within 30 days of notice of the fine.

When filing an appeal, please indicate the WCC# and the related Form number (or document type; ex: "denial letter") in the subject line, if applicable. Please include a short narrative in the body of the email describing the nature of the appeal and the reasons the appellant believes the fine should be rescinded. Attach a copy of the fine letter received and any supporting documentation the appellant wishes to provide.

The Commission is generally able to render a decision concerning a fine appeal within five (5) business days.

Fine amounts effective April 1, 2009.

Violation	Fine Amount	Appeal To
Medical Rating per R67-804C(2)	\$200	claimsfines@wcc.sc.gov
Form 16, Agreement for Permanent Disability/Disfigurement Compensation	\$200	claimsfines@wcc.sc.gov
Form 17, Receipt of Compensation	\$200	claimsfines@wcc.sc.gov

*Upload

The newest eCase feature is now available to eCase attorney users for a selected group of document types. Documents submitted by the parties for individual Commissioner Hearings and Appellate Panel Hearings may be submitted to the Commission electronically by uploading. The eCase upload feature replaces secure email, standard email or USPS methods for serving these document types on SCWCC.

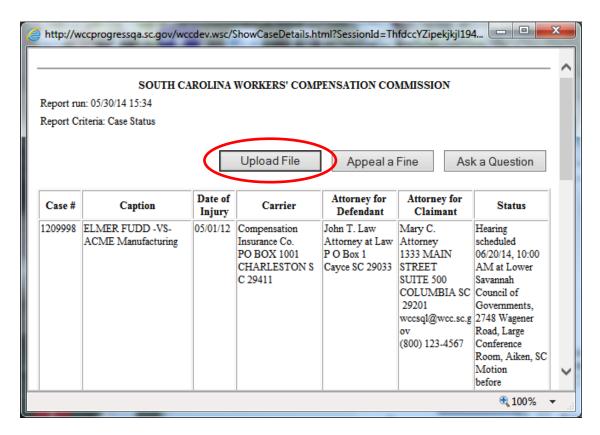
Document Types available for Upload
APA
APA - Supplemental
Proffered Document
Deposition
Trial Exhibits
Pre-Hearing Brief - Notice of Witnesses
Pre-Hearing Brief - Notice of Witnesses -
Amended
Pre-Hearing Brief - Notice of Witnesses
Supplemental
Memorandum of Law
Appellant Brief

Appellant Brief - Amended
Respondent Brief
Respondent Brief - Amended
Appellate Reply Brief

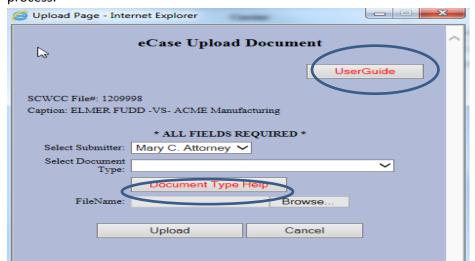
Upload Feature

To access the Upload feature, the user must be linked to an active case party of record.

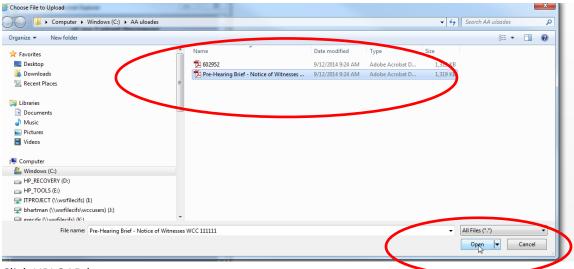
- 1. Log into eCase.
- 2. Pull up the WCC case (See eCase (See eCase Report Features Section).
- 3. View Expanded Case detail by clicking the WCC#.
- 4. Click 'Upload File' Button.



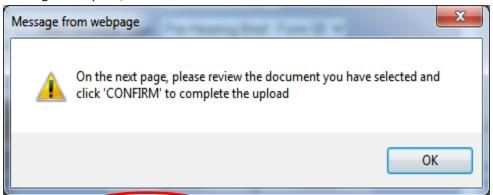
5. Please note the Document Type Help and User Guide buttons. These are for your use in determining what Document types you should select and other information on this process.



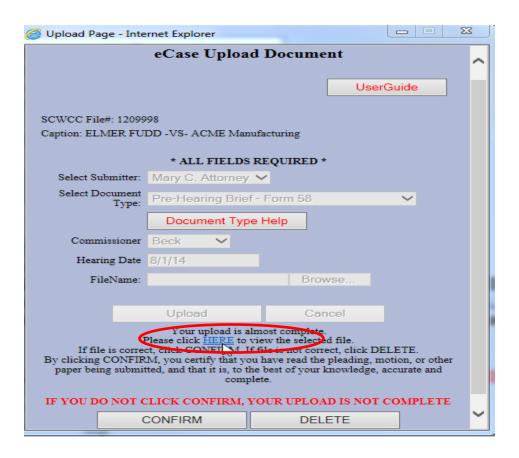
- 6. Select Submitter and Document Type. Other fields expand for entry.
- 7. Enter all fields. All fields are required.
- 8. Select Browse to select file on your computer and click 'Open'



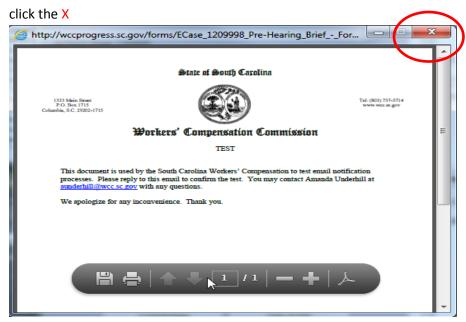
- 9. Click UPLOAD button.
- 10. Message box opens; click OK.



11. The upload i **NOT** complete at this point. Click the blue hyperlink to preview the selected document and verify the uploaded file is correct.



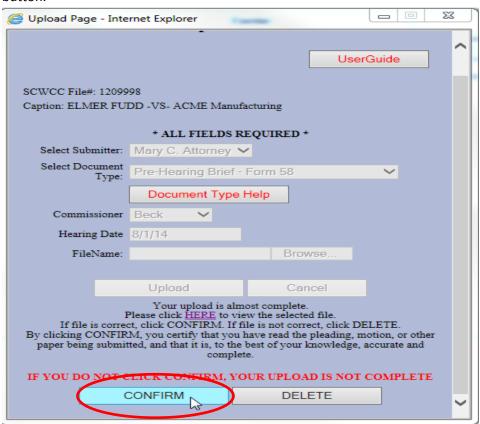
12. Document will open for user to preview and verify it is correct. Please review for case number, document type and the quality of the document. To close the preview window,



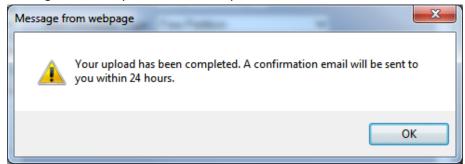
13. If document previewed or any of the information entered was **not** correct, click the CANCEL button, and repeat the process.



14. If document previewed and all information entered **IS** correct, click the **CONFIRM** button.



15. Message opens indicating **upload is complete and successful**. If you do not see this message box, the upload did not complete.



16. Please Note that each document type must be loaded as one complete document. Size limitation for the upload is approximately 120MB. If you are having technical issues with the upload, please contact wccit@wcc.sc.gov. If you have questions about what

document type to use, please contact the Commissioner's office that has jurisdiction over the case in question.

Technical Notes

Creating PDF documents for upload

Each document type must be loaded as one complete document in PDF format. The PDF should be created in black and white and optimized for size. This will reduce the issue with size limitations. If the PDF is created with grey scan or color it increases the size of the document and the time it takes to upload. The size limitation for the upload is approximately 120MB. If you are having technical issues with the upload, please contact wccit@wcc.sc.gov. If you have questions about what document type to use, please contact the Commissioner's office that has jurisdiction over the case in question.

What is a Document Type?

The upload function mimics the documents that you would have mailed, emailed and or brought to the hearing. For example, the Pre Hearing Brief Form 58 and List of Witnesses is the same document that would have been submitted prior to the Hearing. The APA is the same document that you would submit at the hearing. The APA must be paginated, contain an index outlining the individual documents contained in the APA with page number references.

Document Type Help Guide

Document Types Available for Upload SCWCC

Document Type		Business Definition	Filing Timeframe	Format
APA	Single Commissioner Hearing	Medical records offered in lieu of physician's testimony	After the hearing is held	pdf
APA - Supplemental	Single Commissioner Hearing	Additional APA submissions that did not become available until subsequent to the time the first APA submissions were uploaded	After the hearing is held	pdf
Proffered Document	Single Commissioner Hearing	APA submissions or any other written or physical evidence offered as evidence at the Hearing but objected to by an opposing party, that the Commissioner receives but does not review, in order to preserve the records for appellate our poses	After the hearing is held	pdf
Deposition	Single Commissioner Hearing		After the hearing is held	pdf
Trial Exhibits	Single Commissioner Hearing	All written or other physical evidence, other than medical records offered in lieu of physician's testimony, which are submitted at the Hearing	After the hearing is held	pdf, tif, jpeg gif, avi
Pre-Hearing Brief - Notice of Witnesses	Single Commissioner Hearing	WCC Form SS stating the facts in controversy and legal issues involved, logsther with the document "Notice of Witnesses and Witthen Medical Reports", and a Certificate of Service. The actual evidence shall not be filed with the Commission prior to the Hearing, Please Include the Notice of Witnesses as part of the upload with the Form S8.	days before the Hearing for the nonmoving party	pdf
Pre-Hearing Brief - Notice of Witnesses - Amended	Single Commissioner Hearing	Any amendments to the WCC Form 58 or the Certificate of Service made subsequent to the uploading of the initial Pre-Hearing Brief. The actual evidence shall not be filed with the Commission prior to the Hearing. Please include the Notice of Witnesses as part of the upload with the Form 58.	At least 10 days before the Hearing	pdf
Pre-Hearing Brief - Notice of Witnesses Supplemental	Single Commissioner Hearing		At least 10 days before the Hearing	pdf
Memorandum of Law	Single Commissioner Hearing	if requested by Commissioner, an argument in support of the party's position, less formal than a brief.	After the hearing is held	pdf
Appellant Brief	Appeal Hearing	Written brief of the party seeking review by the Full Commission of the single Commissioner's Decision and Order outlining the support in law and fact for the position Appellant is arruing on appeal	Notice	pdf
Appellant Brief - Amended	Appeal Hearing	Any amendments to the Brief of Appellants or the Reply Brief of Appellants made subsequent to the uploading of the Brief of Appellants or Reply Brief	On or before the date provided for on the Form 31, but at least 5 days before Appellate Hearing	pdf
Respondent Brief	Appeal Hearing	Written brief of the party responding to an adverse party's request for Full Commission review	Within fifteen days of service of the Appellant's Brief, but no less than five days before the Appellate Hearing	pdf
Respondent Brief - Amended	Appeal Hearing	Any amendments to the Brief of Respondents made subsequent to the uploading of the Respondents Brief	Within fifteen days of service of the Appellant's Brief, but no less than five days before the Appellate Hearing	pdf
Appellate Reply Brief	Appeal Hearing	Brief of Appellant responding to issues raised in Brief of Respondents	Within ten days of service of Respondents Brief, but at least five days before the Appellate Hearing	pdf

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June 26, 2014